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M. WILSON.
PresidentW. A. BOOTH
SecretaryP. P. REYNOLDS
TreasurerOFFICIAL PROCEEDINGS
Meeting of February, 1923.Volume XXII.
No. 2.

25c. per copy

INCORPORATED
OCTOBER
1913

CONTENTS:

Report of February Meeting
and

Paper and Discussion on

"How Railway Tickets are prepared, printed and handled"
also

Report of Annual Banquet.

TUCO PRODUCTS CORPORATION.

Passenger Car Specialties—National Standard Roofing—Tuco Flexolithe Composition Flooring—Trap Doors "National" and "Universal"—Window Screens "Imperial" and "Universal"—Insulation "Tucork" and "Resisto."

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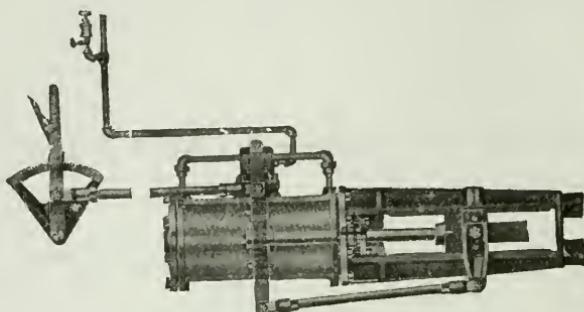
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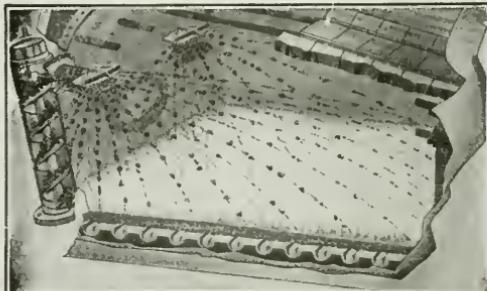
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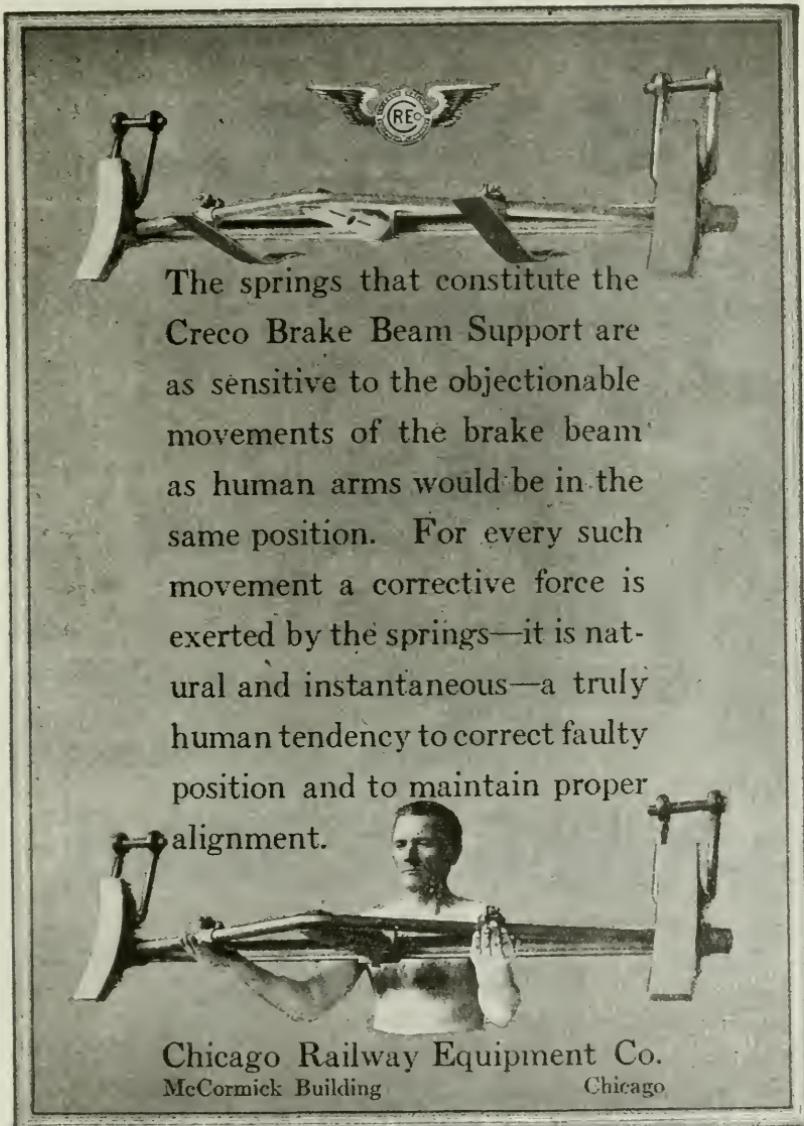
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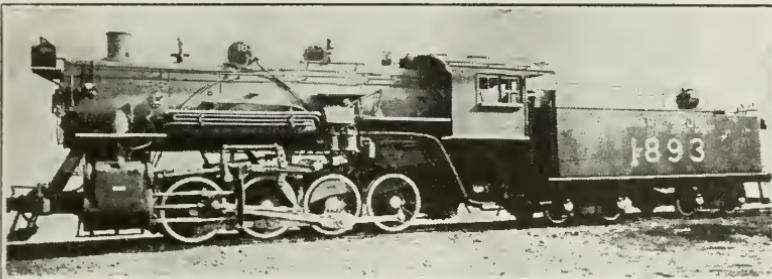
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Boiler pressure, 200 pounds

Cylinders, 26 x 30 inches

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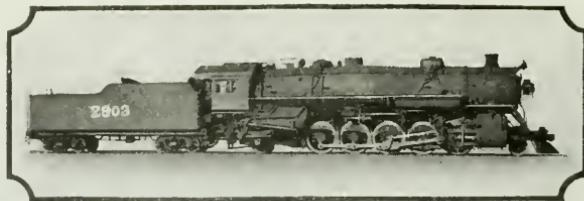
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It takes a little more fore-thought before ordering.

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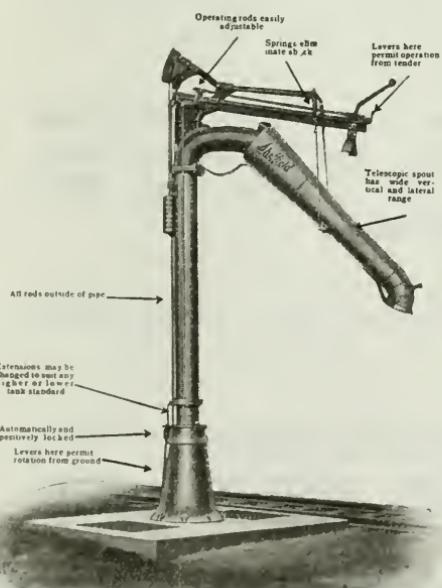
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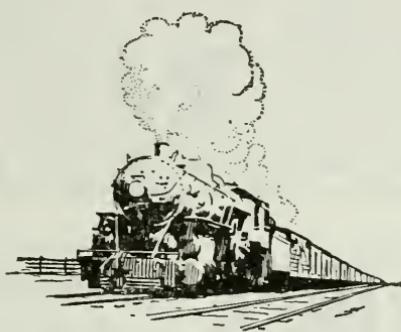
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THE earnings of a locomotive depend on the amount of freight it can haul.

The amount of freight it can haul depends upon its power and its reliability.

Power and reliability depend on full steam pressure.

Full steam pressure depends on high sustained firebox temperature.

High sustained firebox temperature depends on proper combustion.

Proper combustion is secured by the Security Sectional Arch.

Therefore the Arch is a strong factor in locomotive earnings.

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INCORPORATED

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R. S. C. P. R., Montreal, P. Q.

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Westmount, 1904

Mr. S. KING,
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London, Ont., 1905-06

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941 Beacon St.,
Los Angeles, Cal., 1906-07

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Vice-President and General
Manager, G.T.R., Montreal, 1907-08

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Montreal, 1908-09

Mr. H. H. VAUGHAN,
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Hall Hill,

Montreal, 1909-10

Mr. A. A. MAVER (deceased),
Montreal, 1910-11

Mr. A. A. GOODCHILD,
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Depts., G.T.R., Montreal, 1912-13

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Vice President Natl. Car Equip-
ment co., Chicago, 1913-14

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G.T.R., Montreal, 1914-15

Mr. LEWIS C. ORD, England, 1915-16

Mr. R. M. HANNAFORD,
Asst. Chief Engineer, Montreal
Tramways Co., Montreal, 1916-17

Mr. G. E. SMART,
Mechanical Assistant, Car Dept.
Canadian National Railways,
Toronto, 1917-18

Mr. C. W. VAN BUREN (deceased)
Mr. T. C. HUDSON,
Gen. Master Mechanic, Can.
Natl. Rlys., Montreal, 1918-19

Mr. J. HENDRY,
43 Chesterfield Avenue,
Westmount, 1919-20

Mr. W. H. WINTERROWD,
Assistant to President, Lima Loco-
motive Works, Incorporated,
17 East 42nd Street, New York City,

1920-21

Mr. A. CRUMPTON,
Valuation Engineer, G.T.R.,
Montreal, 1921-22

Vol. XXII.
No. 2

Montreal, Can., Feb.. 13th, 1923

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PROCEEDINGS OF THE CANADIAN RAILWAY CLUB

Windsor Hotel, Montreal,
February 13th, 1923

Chairman, (Mr. H. R. Naylor.)

Gentlemen, will you kindly fill out the attendance cards and pass them towards the centre aisle for collection.

MEMBERS PRESENT

Wilson, G. M.	Foley, E. L.	McVicar, R.
Beaulieu, D.	Fraser, J.	Needham, C. F.
Beck, J. D	Gooch, E.	Palme, J. E.
Bell, G. T.	Guest, A.	Payette, F.
Benger, F.	Hallsworth, J. S.	Playfair, J.
Birkett, L. H.	Hanson, L. J.	Powell, J.
Broughton, L.	Harrigan, H. C.	Primeau, J. L.
Brault, G.	Holland, N.	Robertson, A. S.
Brosott, S.	Hopperton, L.	Ross, J. D.
Bulkeley, G.	James, H. N.	Serchuck, H. W.
Calcutt, J.	Jeffries, G.	Shortley, B. T.
Campbell, M. M.	Kelly, E. J.	Spalding, E. C.
Chown, T. C.	Langston, J.	Spry, S. H.
Clark, H. A.	Lewis, J. P.	Stuart, H. B.
Clark, W.	Loudon, A. C.	Taylor, J.
Coleman, M. T.	Lowe, W. S.	Tompkins, G. A.
Cookson, W. S.	Martin, W. L.	Walmsley, W. T.
Crawford, R.	Mynard, T.	Walmsley, W.
Deslières, R.	McAllister, L. H.	White, C. S.
Dohm, J. T.	McAllister, L. I.	Winship, R. B.
Dow, A. W.	McAllister, W. J.	Booth, W. A.
Faughman, B.	McCaffrey, M. P.	And others.
Ferguson, T.		

Chairman:

The reading of the Minutes for the January meeting will be dispensed with, as they have been printed and forwarded by mail to all the members. Mr. Wilson, our President, has been called away on short notice, and is unable to be with us to-night, and has requested me to act in his stead. The most important thing that has transpired in connection with the Club since our last meeting was the Annual Banquet, on January 27th, and Mr. Wilson has requested that I convey to you a message, which I will now read.

"Our Annual Banquet is as far away as ever, and it is gratifying to know that the co-operation of the members with the Banquet Committee made it, as heretofore, for the 20th time, a great success.

It is needless to mention that much praise is due to our friend Norman Holland, who led the van in "mirth and merriment" in his selection of the talent which he procured, and as for the efforts of our worthy Secretary, Billy Booth, no comment is necessary.

Regarding the speakers, the Hon. Chas. A. Stewart, who responded to the toast of "The Railways," our Secretary wrote him a very nice letter thanking him for the honor of coming and delivering his address. Every word that fell from his lips was in keeping with the subject that lies near the hearts of members of the Canadian Railway Clnb. One could not avoid being impressed with the unaffected geniality and optimistic viewpoint which was noticeable in the course of his address, which was not too lengthy, and at the same time was replete with food for thought.

Our little Welsh friend, Mr. Jones, whom we were fortunate to secure, responded to the toast of "The Guests" in his own inimitable manner."

The only thing, gentlemen, that I can add is that I think that we spent a very pleasant evening, and that everybody enjoyed themselves, and I know that your Executive is well pleased in every way with the event.

The next order of business is the announcement of new members. Mr. Booth will now read them out. These applications for membership have been passed upon and accepted as members of this Club.

NEW MEMBERS

Jones, W. E., Office Manager, Canuck Supply Co., Ltd. Montreal.

Lewis, J. P., Investigator, Claims Dept., G. T. R., Montreal.

Smith, J. J., Gen'l Boiler Inspector, C. P. Rly. Montreal.

Tompkins, G. A., Cabinet Maker, Can. Pac. Rly., Angus Shops, Montreal.

Warner, G. E., Bookkeeper, Gen'l Auditor's Dept., C.P. Rly., Montreal.

Wilson, E. W., Sales Engr., Can. Car & Fdry Co. Montreal.

Chairman:

I now take pleasure in introducing Mr. W. S. Cookson, General Passenger Agent of the Grand Trunk Railway, who has prepared a paper for us to-night on "How Railway Tickets are Prepared, Printed and Handled."

The subject this evening "How Railway Tickets are Prepared, Printed and Handled" is one selected by your Executive and while your Secretary since the subject was first broached has offered to permit of variation, provided the main subject of tickets was adhered to; the subject of railroad tickets is so broad and has so many ramifications that to enlarge on the subject suggested would result in a paper well beyond the limits of time properly assignable to an address of this character.

Having for the greater part of my service in transportation work, now covering a period of thirty-six years, a direct relationship with the passenger side of the service, and through such relationship developed in addition to a working knowledge of "How Railway Tickets are Prepared, Printed and Handled" a very complete appreciation of the need for "Care" in all matters connected with the "Handling" of tickets it is possible that in this presentation more than ordinary emphasis may be laid upon the element of care in the preparation and handling of tickets.

As a preliminary, and predicated upon the idea of care which must be paramount in all transportation ticket transactions am quoting the following definitions, the significance and relationship of which will serve to emphasize this point.

These definitions are:—

Money.—Any material that by agreement serves as a common medium of exchange and measure of value in trade.

Ticket.—A card with words or characters on it showing that the holder is entitled to something * * * * as to transportation on a railroad.

In the processes of "trade" under which passenger transportation service is exchanged for other classes of service through the medium of money, tickets are exchanged for money, and takes its place in completing the exchange, therefore, all transactions in connection with tickets must be safeguarded and surrounded with checks to prevent errors and losses, similar in many respects to those in effect in connection with the preparation and issuance of money.

For instance, ticket supply or ticket stock rooms are separate rooms from the balance of general office, and only those whose duties require them to enter the room, and who are bonded, have access to the room.

In the case of printers, only so-called licensed ticket printers are employed, and before obtaining a license, which is issued by the American Association of Passenger Traffic Officers, they must agree to do their ticket printing in a part of the establishment separated, as is the case of ticket supply room at railroad headquarters, from the balance of their plant, and accessible only to those particularly assigned to that branch of their work.

To illustrate the conditions which a printing establishment must meet, in order to enter into the ticket field, quote the following from circular issued for guidance of officer of American Association of Passenger Traffic Officers who is called upon to inspect licensed ticket printers plants at regular intervals:—

INSPECTION OF LICENSED TICKET PRINTERS' PLANTS.

In examination of ticket printers' plants by resident members, particular attention should be given to the following details to see that printers, including foremen of ticket departments, have thorough understanding of ALL the requirements and are observing them, and to ensure this, two copies are to be left with the printer, one of which shall be framed and kept posted by him in ticket printing department.

1. A separate or distinct department or enclosure must be used for printing all railroad tickets; it must at all times be under the exclusive control of a foreman; and must be kept securely locked when not being operated.

2. All employees not regularly employed in such department and all other persons must be excluded therefrom.

3. All Association Safety Ticket Paper received must be stored in a substantially constructed room, vault or compartment, insuring its safekeeping.

4. All waste ticket paper, SPOILED TICKETS and SAMPLE TICKETS not needed, must be cut up or otherwise effectively destroyed with ticket paper destroying machine, under the supervision of the person responsible for the safeguarding of all such paper.

5. Any SAMPLE TICKETS furnished railroads, or retained in printing establishments for future reference must be printed or indelibly stamped in red across the face of each coupon, contract and stub, if any, "Sample" or "Specimen," and have the facsimile signature and the number space cancelled by punching holes through them.

6. Printing of sample, model, or patent tickets of any kind by licensed printers for individuals or others than authorized officers of membership lines, not permitted without written consent of the Secretary A.A. of P.T.O.

7. Delivery of tickets from printers to railroad ticket stock departments must be safeguarded by proper methods for protection of all lines.

- (a) In delivering to railroad offices located in same city, a strong box locked in transit, should be used.
- (b) Delivery of tickets by foot messengers and in paper packages should not be done except in emergencies.
- (c) Printers' delivery wagons used for carrying tickets in packages should be covered and have locked screen compartments, and a trustworthy employee should remain on wagon while containing tickets.
- (d) Receipts in duplicate for delivery of tickets should always be required and delivery within office hours and before ticket stock rooms are closed.
- (e) Tickets forwarded to another city should be enclosed in a strong box or in a securely wrapped and sealed package and **FORWARDED BY EXPRESS**.

Railroad ticket printing is a distinct branch of the printing trade, requires special machinery, and staff, and involves an investment large enough to insure only the most reliable of printing firms taking up this class of work, simplifying the work of those called upon to deal with licensing by largely eliminating questions of responsibility and making their duties

rather those of seeing that details are properly understood and carried out.

Requisitions for tickets are made by agents as their supply on hand runs low, these requirements are assembled in the ticket supply room and orders, of which several manifold copies are made, are transmitted to printers. In a general way except for interline or special forms of tickets a reserve supply is not carried in ticket supply room, and to fill a requisition it is necessary to have tickets called for thereon printed. One copy of the printers "order" is supplied to the accounting department and once an "order" is issued the tickets enumerated thereon must thereafter be accounted for—first by the printers, next by the ticket supply staff in the passenger department, who must show disposition of them, and lastly by the station to which they are invoiced, in the last case either through their conversion into money when they appear on monthly sales report, by being on hand in station stock, or if spoiled the ticket must be marked "void" or "cancelled" and accompany monthly sales report to accounting department.

When tickets ordered from the ticket printer are received in ticket supply room they are invoiced to stations which requisitioned them—these invoices are manifolded, one copy going to accounting department, the responsibility by this process being transferred to the station to which they are invoiced. The agent receives two copies of the invoice, it is his duty to count the tickets and if no errors are detected, one portion of the invoice is signed and forwarded to the accounting department, and the other retained with his office records. If any errors are detected by agent in checking supply of tickets accompanying invoice they are immediately taken up by correspondence and adjusted, but under no circumstances are invoices changed.

Receipts for packages containing tickets are both given and taken by Express Company and are retained in permanent files.

In the case of interline so-called paper and blank destination tickets, these are printed on so-called association safety paper, a specially manufactured paper having qualities which render attempts to change or alter conditions of sale or destination, as printed or written thereon difficult, and easily detected. A further protection is afforded by this paper due to the fact that the manufacturers are under bond to sell it to licensed ticket printers only, the ticket printers are under

agreement to use it for railroad tickets only and to destroy all scraps and cuttings as previously outlined herein.

Within the scope of the work of the ticket supply department of a railroad comes the ordering and printing of every bit of paper connected with passenger transportation, which in the process of trade has attached to it a cash or revenue value, therefore, in addition to "tickets" the department and printers handle with the same care, and by the same processes as "tickets"—excess baggage checks, conductors' cash fare checks, parlor car checks and dining car meal orders, all of which must finally be accounted for by the individual member of the staff to whom they are eventually assigned.

There are many variations in tickets upon which in a general way are embodied the conditions under which passenger transportation is sold, and even in territories where the methods of competing carriers are the same and contract conditions similar the general make up and style of the individual ticket may be said to be a reflection of the methods and mind of the particular passenger department supervising its preparation. In other words, tickets of different carriers embodying like regulations are individual in character.

In addition to this there are various forms of tickets designed to meet special needs, the primary division being local and interline—where local travel is regular in volume, card tickets are used, adapted to the various classes of traffic offering, such as regular one-way first and second class, regular round trip, Commercial Travellers, etc. When the travel for any one class is too intermittent to warrant the preparation and constant accounting for of what would be an inactive card ticket, blank destination local tickets are available.

In districts where commutation fares are in effect multiple ride tickets 10-40-50 Rides are on sale. Some of these multiple ride tickets are of the so-called punch variety, where each ride is cancelled by a conductor's punch, others are in strips or books, by which a coupon can be taken up and sent to accounting department for each ride—the selection of either of these forms adapted to the same class of traffic being dictated by special conditions existing in the district where they are sold.

In the case of interline tickets, where the relationship of the lines party to a through route is such that the volume of traffic is heavy, much the same variation is indulged in as in the case of local tickets in that, printed destination tickets are supplied where traffic to a given point is heavy with special

forms for commercial travellers' tickets, excursions, etc., but in a general way the great bulk of interline tickets require that the destination be inserted either by pen and ink or rubber stamp.

Colors are utilized to a marked degree in giving individuality to tickets and are of great assistance to agents, conductors and accounting department in quickly identifying the conditions of sale, limits, etc.

Much has been done of late years to bring about uniformity in set up of tickets, especially in connection with interline forms, some of this resulting in greater economy in cost of printing and all of it assisting in so fixing type of interline tickets as to bring about greater facility in handling.

Many ideas, some of them patented, have been evolved in connection with tickets. Many of them have great merit and when volume of business is heavy enough have been used to advantage, but in a general way taking both large and small stations into consideration the comparatively simple methods used by the Canadian Railways meet all needs and are economical.

One of the latest ideas in this respect, which has been brought into practical use, is an interline ticket which has been designated as a multiple route or flexible route form, which has been standardized by committee work, and which has the merit of reducing the number of interline forms to be carried at stations, reducing risk by loss, and cost of accounting, both at stations and at headquarters.

When you take into consideration that in connection with interline passenger transportation the relationship between railroads is to a very great degree reciprocal, and that to obtain the best results the various carriers must give to the others the greatest degree of representation possible both in tariffs and as to tickets, and to get tariff and ticket representation you must give it, you will understand that with the single route form, much inactive interline ticket stock must necessarily be maintained at stations, entailing expense for checking at intervals, both by agent and accounting department. The multiple route form of ticket overcomes much of this objection and, generally speaking, it becomes an active form of ticket. The principle also is utilized in certain cases to expedite the issuance of tickets, though in those cases it becomes a multi-destination ticket rather than a multi-route ticket, the destination being printed in ticket and indicated by a punch mark. In some cases it becomes a supplementary form of ticket for

use at smaller offices, the single route form being more economical where the demand is a constant one. As an illustration, out of Toronto, the demand for tickets via the various roads leading out of Buffalo warrants single route tickets, in some cases, as to New York with printed destinations, at Brampton a single multi-route form serves all needs.

These multi-route forms may be divided into four classes:

- (a) Tickets which by means of a punch mark may be made to read over any one of a number of roads from a given gateway.
- (b) Tickets which by means of a punch mark may be made to read by any one of the junction points named thereon to stations on the line of an immediately connecting carrier.
- (c) Tickets which combine the facilities covered in the preceding two types ("a" and "b"), and reading via a junction on line of a connecting carrier as indicated by punch mark. The use of this type of ticket, however, is not generally favored as its set up is involved, and its routing cannot be as clearly followed as is desirable in actual practice.
- (d) Tickets which are of single route type, but upon which any one of a number of printed destinations may be indicated by punch mark.

Under certain conditions, as many as 5,000 routes can be embodied in one ticket of the first type, but this is too many, such tickets cannot be clearly read by those called upon to handle them, and the best thought in this respect has evolved a ticket with a maximum of about 250 routes.

A ticket office is like a store and the variety of its wares must be fixed by the demands of the community it serves, and the wares offered by its competitors.

When you think that the entire passenger capacity of the largest train that could be hauled out of Chicago could be filled with passengers to one destination in the Maritime Province, say Halifax, and that during the summer season, when available variations in routes are at their maximum that, by using the variations in routes which the Grand Trunk affords through the Port Huron and Detroit gateways in connection with variations available after leaving the Grand Trunk rails, no two of these passengers need travel the entire distance by exactly the same route, you will gain some appreciation of the problem presented by tariff and ticket representation.

Much of the stock of the passenger transportation store is made up of what in a discussion on economies might be termed as non-essentials—in other words the staples in passenger transportation consist of the ordinary movement of traffic impelled by commercial or personal reasons of an imperative character. If passenger transportation was limited to this type its volume would be much less than at present, but the activities of the passenger organization, from the head office to the man in the field is concerned not only with the staples but with also offering in addition attractive wares which will induce patronage and assist in swelling volume.

To this end routes sometimes involving additional travel are offered which combine good service with attractive features en route, and induce the individual who may travel for imperative reasons to combine with such a journey some re-creative features, to the advantage of all concerned.

Certain sections are of an attractive nature, due to climatic conditions at varying seasons of the year—hence winter and summer tourist tickets. Others have an all year attraction, due to a variety of reasons, hence all year tourist tickets. These locality advantages are utilized to attract the vacationist, holiday seeker, those retired from active work or who are otherwise able to seek climatic comfort with the seasons, and the globe trotter who desires to see all that is worth seeing. None of this traffic is of the imperative type, and I am sure you will realize, as does the passenger department that, if our wares were confined to "staples" that much in way of service and comfort now available would have to be curtailed.

I have not touched upon conditions which appear upon tickets, but they have been arrived at by years of experience, and are the outgrowth of the best thought of passenger traffic officers, growing out of discussions before regulating commissions, supplemented by advice from the railroads' legal departments. The same care is taken in fixing upon a sentence which appears on a ticket as is used in ordering and accounting for the ticket itself.

The only thing which a transportation company has to sell is service, the building of the ticket structure of a railroad has this in mind, this service in connection with tickets is primarily one of giving agents the best facilities for selling such transportation service as they are called upon for—but this is only one part of the building up of a railroad's assets. The schedule of trains, equipment, and attractions of territory served by the railroad, all have to be considered and presented

to the public so as to best serve the maximum volume of the imperative and induced travel. To the extent that these can be so adjusted as to meet the requirements of the greatest number, to that extent is the goal of perfect service attained. Unless knowledge of this perfect service can be placed before prospective patrons in a convincing manner, much of the advantage derived from it is lost, hence the development of the advertising department, the selection of field staffs of trained men with good personality, and the development of other men along these lines to meet the needs growing out of expansion and promotions.

With the ideal of building up a perfect service ever before one, all have an opportunity to grow—as conditions change, service requirements change—constant study and co-operation from all is required to keep abreast of the times—and to the extent that all work together is the goal of “perfect service” obtained.

When the vast number of passenger transactions which take place daily, the varying likes and dislikes of patrons, the differences in mentality and outlooks of the various members of the staff who come in contact with our patrons, are taken into consideration, the high standard of passenger service in all its phases provided by the Canadian Railroads is one for which all who are a part of it may feel congratulated and be inspired to do their part in building for the future even better than in the past. The standard of Canadian Railroading is high.

Chairman:

Gentlemen, the paper is now open for discussion. I am sure that there are many questions which you would like to put to Mr. Cookson, and I am just as sure that he will be able to answer all of them to your satisfaction. Do not be backward in asking these questions, as I feel sure there are many kinks in this subject, which I feel you would like to have elucidated.

Mr. N. Holland:

I don't know just exactly what that last word means, but I believe it means explain; if so, why did it cost me \$1.40 to go from Bonaventure Station, Montreal to Lancaster and \$1.45 to come back?

Mr. W. S. Cookson:

Did you ever ask for an explanation before? This condition should not exist. The tariff reads between stations, and both stations are governed by same figures in the same tariff. A condition of this kind would be speedily rectified if attention were called to it, by any officer who would welcome opportunity to correct such a condition, (subsequent to meeting check was made of tariffs and it is evident in naming fares that exact amounts of fares was not stated in this instance).

Mr. H. R. Naylor:

There is one thing that Mr. Cookson can help me out on. When a ticket is purchased for a journey, say, between Montreal and New York, possibly travelling over two or three Railways, on what basis is the cost of the ticket distributed over the interested Railways?

Mr. W. S. Cookson:

If the line happened to be the short line the fare would be made up on a combination of locals and would be divided as made each line receiving its local, if by a longer line it would be a shrunk fare and the shrinkage would be taken up by a division on a mileage basis.

Mr. H. R. Naylor:

Some of us are not familiar with "shrinkage." What I would like to know is the basis?

Mr. W. S. Cookson:

On mileage basis. (This would result in each line party to the route receiving somewhat less than their local for the service they perform).

Mr. W. A. Booth:

On what basis does a Conductor decide if a child is over age?

Mr. W. S. Cookson:

In its finality it depends on the attitude of the parent or guardian. The regulations provide that for children of five years and under twelve, accompanied by parent or guardian, half fare must be paid, if twelve or over, full fare. The conductor has to take parents' or guardians' word as to age of child.

Mr. G. T. Bell:

Is it not true that Conductors of some Railroads have a form which the parent or guardian has to sign, where the conductor is in doubt as to age of child? I believe when this is produced it has been very helpful in deciding a number of cases of a doubtful nature.

Mr. W. S. Cookson:

It has been very helpful.

Mr. J. Powell:

Is there one single card ticket that will take a passenger from start to finish of a journey?

Mr. W. S. Cookson:

There has been a great deal done on the subject of cutting down size of tickets, but in order to provide check for each carrier over whose lines a ticket reads, a coupon must be provided for each carrier. If you are not going very far, and travel only on the line of one railroad, you get a single card ticket, but, say you were going to California, you generally would get a number, (in the form of coupons for each railway), as you travel over a number of railways. You cannot devise a ticket the size of a small card ticket that would be good over a number of railways under our methods.

Mr. H. R. Naylor:

Possibly Mr. Bell has a few remarks to make.

Mr. G. T. Bell:

It gives me great pleasure to say that so far as this paper is concerned Mr. Cookson is one of the most experienced men we have on the North American Continent. He was a practical ticket seller, and he and I have been together practically two-thirds of his experience in the handling of international transportation. A good deal of the tickets in vogue now in this country I think he can claim a good share to. He has made his subject very clear, and as clear as he can be expected to without the use of phrases unfamiliar to you.

Mr. N. Holland:

When a conductor is finished with his train, you have seen him sit down and sort his tickets. How does he sort

them out? How does he have to turn them in, and in what form? These little hatcheck slips that he picks up, are they turned in or destroyed?

Mr. W. S. Cookson:

The conductor only collects transportation over that section of the road on which he is employed. That transportation is turned into the Accounting Department; the hat checks are also turned in to the Accounting Dept.

Mr. N. Holland:

What real purpose do the hat checks serve?

Mr. W. S. Cookson:

They inform the conductor that he has received transportation, and from the punch or marks on same, (that are perhaps not understood by you or me), knows the destination of the passenger, who cannot over-ride.

Mr. H. R. Naylor:

I think we have Mr. Walmsley of the Accounting Department of the Grand Trunk. Would he like to say a few words.

Mr. Walmsley:

I did not expect to be called upon to-night to answer any inquiries about accounting. Mr. Holland asked what conductors do in sorting the tickets. They inspect them to see that the tickets are properly punched, that he accepted tickets good only on his own run, and tickets that are not obsolete.

Mr. N. Holland:

Take in the case of going to New York? Why is the little slip handed to sleeping car passenger and ticket retained by conductor?

Mr. W. S. Cookson:

The ticket is put into an envelope by the first conductor, and each succeeding conductor handling that train checks the space occupied by the passenger in the sleeping car, and cancels or collects transportation covering his run. It is a form of service provided to enable passengers to travel without being disturbed for tickets during sleeping hours.

Mr. H. R. Naylor:

I would like to ask why the card ticket could not be used between Montreal and New York, and similar places?

Mr. W. S. Cookson:

I would say that there is nothing impossible. You can do many things, but as accounting officials of all railways handling traffic between Montreal and New York, over which through trains run over several roads, require a record of every ticket, the coupon ticket system is the best so far devised. To use a card ticket would mean a large volume of traffic travelling over intermediate railroads without accounting departments having a check on it.

Mr. W. A. Booth:

Supposing I purchase a ticket to Quebec City, and hand the conductor a ticket half of which is white and half blue, I am pre-occupieed, and put the return portion of it, as I understand, in my pocket for the return journey. But on my return I find the going conductor has taken the return half in mistake. Is the return conductor permitted to handle that wrong half ticket? Would he object?

Mr. W. S. Cookson:

The color scheme is used to reduce that sort of thing to a minimum. It is very exceptional. There are 15,000,000 passenger transactions on the Grand Trunk annually. We get but few such cases as set forth by Mr. Booth. The conductor is instructed to collect proper fare and give passenger receipt for same, and refer the matter to general office for adjustment. We make many refunds and adjust all claims equitably, and passenger is not subjected to undue inconvenience because conductor adheres to his instructions.

Mr. T. Passingham:

Suppose the fare is a fairly large amount, and you do not happen to have it in your pocket.

Mr. W. S. Cookson:

In a case of this kind the Conductor would use wires to ascertain facts. There is some responsibility on part of passenger to see and know that he has in his possession the transportation he has paid for, and to that extent he contributes to the difficulty.

Mr. F. W. Moore:

I would like to know, Mr. Cookson, what the Conductors do with the extra ten cents we pay cash. What becomes of that money?

Mr. W. S. Cookson:

There is no such collection made on the Grand Trunk. Our charges on the train are the same as at the Ticket Office.

Mr. T. Mynard:

I have heard the remarks made in regard to contributory negligence. Supposing I was travelling to New York, and the first coupon was taken off by the Conductor, and he hands me a little slip and supposing he made a wrong number or mark on that slip. The point I want to make is this—why should a passenger be put up against the trouble of trying to straighten out the other man's negligence?

Mr. W. S. Cookson:

There is no question but that if a representative of the Company makes a mistake that the Company is liable for that mistake, but when I remarked on contributory negligence, I have in mind the pretty general practice of the public of putting out considerable sums of money for ticket, say to go to California, and putting the ticket in their pocket s without seeing what they receive. That is a manner of purchasing not followed in connection with any other commodity. In case of the illustration given, if you had the rest of your ticket no conductor would question your right to ride to the destination, shown on first coupon of your ticket which had been lifted.

Mr. G. Bulkeley:

Mr. Cookson has stated that a ticket must of necessity be multiple where a route includes several railways.

It may be of interest to members to know that in Great Britain card tickets are used no matter how many railways are traversed. Travelling inspectors examine all tickets between stopping or junction points, different men using different punches. All intermediate stations being "closed" ones (i.e. that a passenger cannot enter or leave the station premises without passing through a guarded gateway. There is no necessity to collect tickets until the end of the journey. Then all these tickets are turned into the Railway Clearing House (which all the railways support) which apportions the

right proportion of the through rate to each railway.

Apropos of tickets; here is a true Old Country tale which may appeal to railway men present.

A departmental chief clerk and his wife were travelling from London for their vacation; they had first class passes in their pockets and were feeling pretty good in their new summer suits. The only other occupant of the first class compartment was a haughty old lady of the dowager-duchess type. As the train rolled on the third class got crowded and people began to look hungrily at the first class compartment, and eventually the old lady put her head out of the window and said: "You might as well come in; as there are some third class people here already."

Mr. H. R. Naylor:

We have had a splendid paper to-night, and I think we have all very much enjoyed the discussion and a vote of thanks will be in order.

Mr. J. Powell:

I have enjoyed the paper very much, and I am sure so has everyone else. Mr. Cookson has enlightened us on a very difficult subject. I take much pleasure in moving a vote of thanks be passed to him for his paper.

Seconded by Mr. Kelly.

Chairman:

Mr. Cookson, I have much pleasure in extending the thanks of this Club to you for your visit and splendid paper.

The subject for next month's meeting has not been definitely decided upon, but I can assure you that there are two papers under consideration, either of which should prove very interesting, for which I hope we shall have a good attendance. The meeting is now adjourned. The usual refreshments have been arranged for, and can be had at the left of the room, as you leave.

ANNUAL BANQUET

The Twentieth Annual Banquet was held in the Rose Room of the Windsor Hotel, on Saturday Evening, January 27th, 1923, and was well attended by some 275 guests, including leading railway and supply men from different parts of the Continent.

The room was very tastefully decorated with flags and

bunting, with cut flowers in profusion.

Mr. George M. Wilson, President of the Club, presided.

In introducing the speaker of the evening, the Hon. Mr. Stewart, Mr. Wilson said :

I feel sure that every member present here to-night will agree with me in saying that the Canadian Railway Club is most fortunate and greatly honored in having as its principal guest so distinguished a gentleman as the Hon. Mr. Stewart, who has kindly consented to respond to the toast of "The Railways." It has been said that the railways are the arteries of a nation's life, and that upon those who run them rests the immense responsibility of seeing to it that those arteries suffer no obstruction of any kind, no inefficiency or slackened power.

It is needless, nor is it necessary for me to dilate on the hon. gentleman's record in the public life of this country. We are all aware of the high and responsible office which he so ably fills with the Government, that of Minister of Immigration, and it is largely due to his wisdom and fidelity in that important office that the future expansion and prosperity of the Dominion will be determined. I am sure that we shall all appreciate hearing what the Hon. Mr. Stewart has to say to us to-night. I will not trespass further on your time just now, so, in the words of the Immortal Bard :—

"Let's frame our minds to mirth and merriment.

Which bars a thousand ills and lengthens life."

At the commencement of his speech Mr. Stewart stated that the National Railways require more money for expenditure each year to carry on their various activities than the total spent by the Federal Government before the war.

Continuing, he said there was to be no politics. "There are three branches of business which I had occasion to become familiar with, those three are, agriculture, railways and commercial travellers. In earlier days I think I was destined to become a great railway man, but I was given a rough journey instead and that part of my career was cut short.

"Now gentlemen, in connection with the railway administration of the country let me say, as a Government we have divorced ourselves from the operation of the National system. Politics plays no part there. As a Government, however, we must vote the necessary money for the system. And let me say further, and say with all sincerity, that so far as the Government is concerned we are determined to give the management of the system every opportunity to make good from a

strictly business standpoint. We have secured a very capable man to take charge of affairs, and the successful operation of the Government lines will mean a great deal for the people, and for the sister system, the Canadian Pacific.

"I am told that immigration is one of the main questions occupying the attention of the people of Canada to-day. I am convinced about that matter, and if I am to make a success of that proposition I must have the co-operation of the railways, the steamship companies, the churches, the clubs and enlist the sympathy of the various social agencies of the people of Canada if my efforts are to be successful.

"We have a very difficult situation to face to-day. The national railway system requires more money each year to carry on the various activities of a railway than what we spent as a Federal Government before the war. And finances loom large these days. In politics and Government administration we need to have an almighty store of knowledge to deal with all the questions that confront us. We have a huge strip of territory running from the Atlantic to the Pacific. But ours is the heritage, and here let me interject a word of optimism. And I feel confident, notwithstanding the fact that we have a huge debt, that we have in Canada what no other country possesses, a huge area of land lying along our railway lines, and ultimately this is what will revive trade; this is what will save Canada; this is what will make possible the payment of our debt and bring to this country people who will cultivate the land successfully and make good citizens. Montreal is the premier city of Canada. You have here the great financial centre of the country; and here also as well as in the West it is money and endeavor that counts. Your endeavor should be to build up a good feeling. I can see in the future a great nation here. No Eastern difficulties, no Western difficulties but all as Canadians playing an honorable part in the public affairs of this great country."

The toast of "Our Guests" was responded to by Walter Jones, who brought roars of laughter from his hearers by his many witty stories, and the whole gathering from start to finish was one of joviality and long to be remembered.

We have been somewhat disappointed in our efforts to secure a speaker to respond to the toast "The Railway Supply Men." Were it not for the fact that our worthy Secretary is a firm believer in the biblical axiom that a prophet is not without honor in his own country, we would have had a speaker here to-night. So anxious and indefatigable has he been to

procure someone from a distant, foreign clime, that his efforts have extended from Greenland's icy mountains to India's coral strands. He has even sent radiograms to Tokio, Japan, Hong Kong, Bombay, the Fiji Islands, and torrid Timbuctoo. These gentlemen with whom we communicated could hardly be called "diamonds in the rough," but I assure you they are "yellow pearls." However, Billy did his best, and if

Success may not have been his pride,

At least, he's earned the praise of having tried, so, gentlemen, I will simply ask you to fill your glasses to the brim, and drink to the health of the Railway Supply Men.

The event was a very important one in railway circles. An excellent musical programme was provided. Artists from Loew's and the Princess Theatres contributing, together with some of the best local talent and all under the direction of the Secretary and Mr. Norman Holland.

Those at the head of the table included: R. M. Hannaford, W. H. Winterrowd, J. Coleman and Gordon Keith, Walter Jones, P. P. Reynolds, C. Manning, James Powell, W. A. Booth and others.

In Memoriam

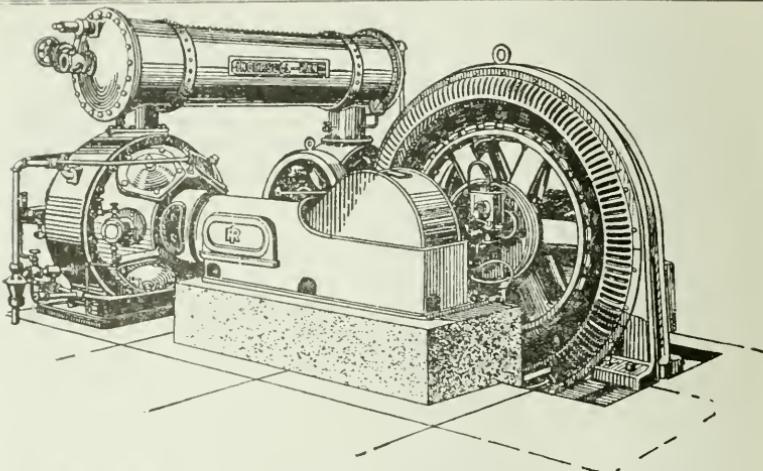
W M. M^CNAB

(Our Past President)

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FEBRUARY 23rd 1923.





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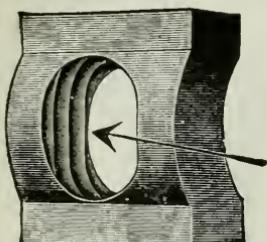
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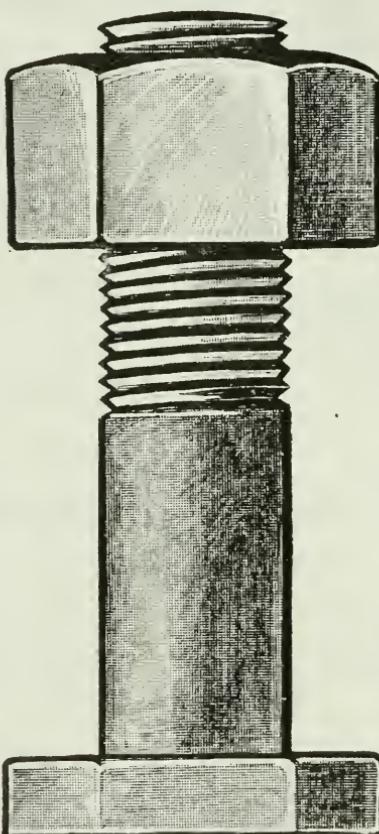
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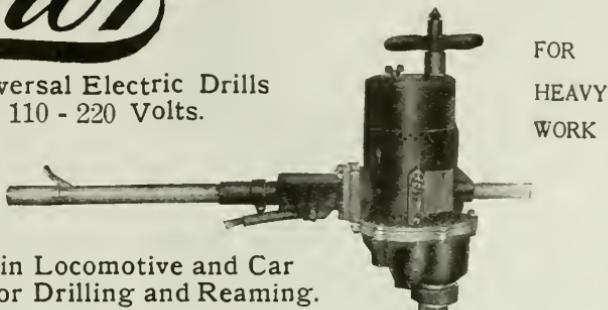
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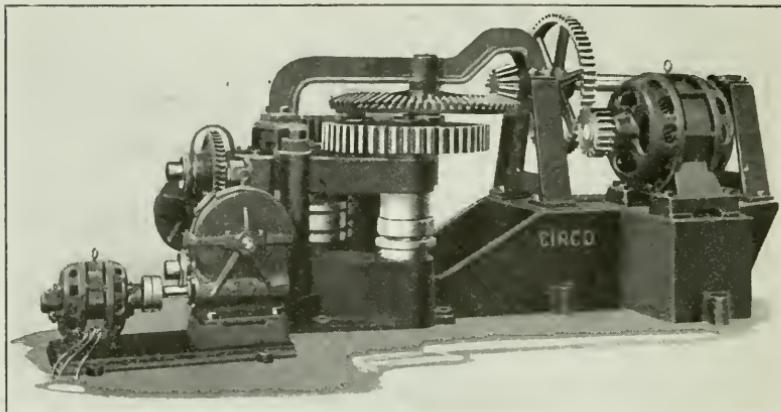
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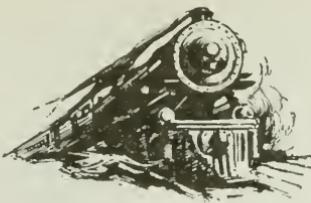
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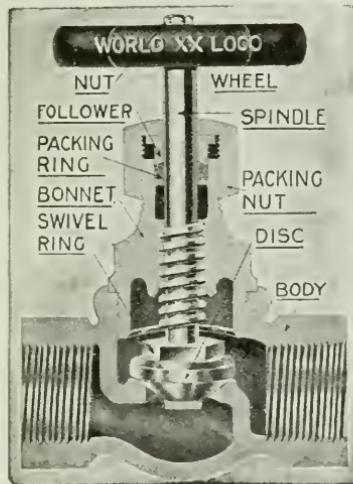
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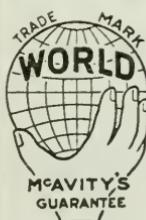
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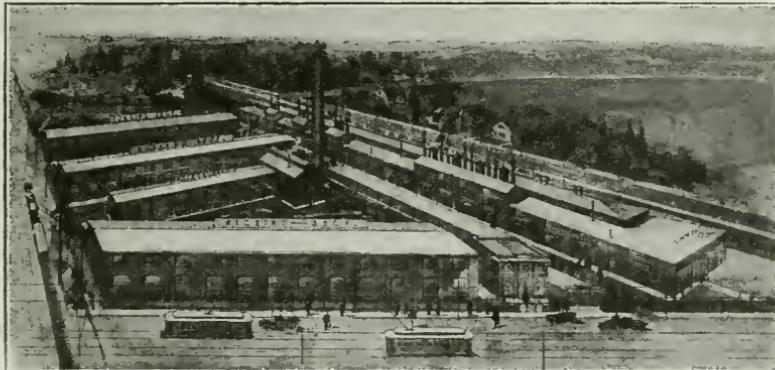
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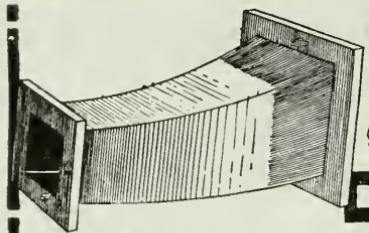
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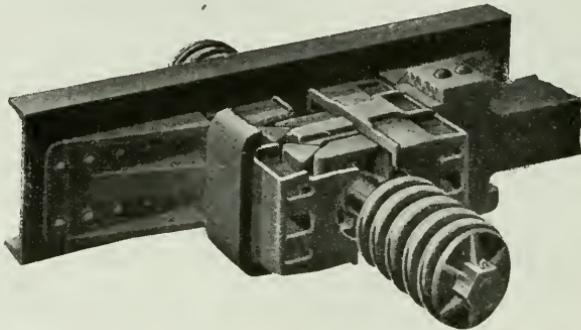
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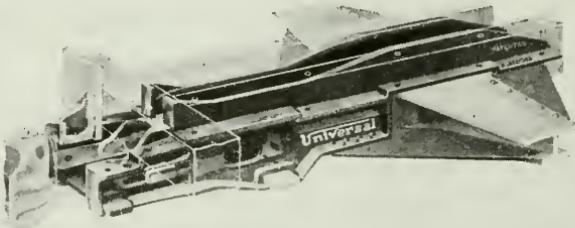
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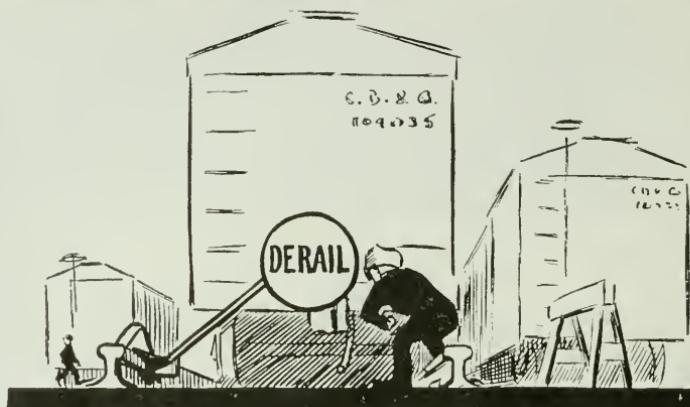
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